

**2024
ANNUAL
LETTER**

December 1, 2023

Dear Cook County Veterinary Partner:

As administrator I'm pleased to provide the annual summary of ARC's activities. We are encouraged by the increasing interest in the County's Spay and Neuter Rebate Program and are looking to further increase participation in the program to include more cats.

During our rabies vaccination clinics, over 5,000 rabies vaccinations were administered, and 2,500 microchips implanted county-wide fulfilling ARC's core mission of rabies prevention. The county is very appreciative of our vets in Cook County supporting and assisting in our mission to protect people and animals from rabies, and this year we will be offering more rabies vaccination clinics to better serve our communities.

As we continue to see rabid bats throughout Cook County, with about half in the City of Chicago, our department continues to monitor and inform residents through community alerts, as unvaccinated cats, and dogs are at a higher risk of rabies transmission from bats found inside residences. For this reason, we urge you to make sure indoor cat and dogs are vaccinated for rabies.

As we move into 2024, we continue to improve our services by implementing a modernized software system and streamlining office operations and are looking for increased collaboration from our veterinary community in supporting a new disaster relief plan.

Also, to better serve you and your staff we have included some frequently asked questions regarding rabies testing and observation protocols. As always please feel free to reach out to our department for any additional questions or concerns.

Dates to remember:

Unused 2023 tags must be returned in numerical order with proper paperwork (available on our website) and post marked no later than **January 31, 2024**. Please use your credit early in the year to avoid losing it. Please be aware that **June 1, 2024**, is the last day ARC will honor credits for your account.

2024 tags may be ordered beginning December 1, 2023. They **may not be issued before January 1, 2024**. Be sure to anticipate your need for 2023 tags to get through the end of the year. **A maximum of 100 tags can be redeemed for credit.**

February will remain Spay/Neuter month. Forms are available on ARC's website and must be postmarked by **March 31, 2024**.

Wishing you all a healthy, prosperous 2024,

Mamadou Diakhate D.V.M
Administrator

COOK COUNTY ANIMAL CONTROL

SCHEDULE OF EVENTS & UPDATES

2024

2024 Rabies Tags Purchases

Start: December 1, 2023

Begin Using: January 1, 2024

One Year \$6.00

Three Years \$18.00

Please use the enclosed rabies tag order form to mail in orders. The correct account number must be written on the order form. If you don't know your account number or are unsure, please contact our office. Payment **MUST** accompany all order forms, Rabies tag orders **will not** be processed or shipped out without payment.

There is a \$35.00 fee for **ALL** insufficient payments, accounts will be placed on hold until a payment has been received to cover a returned check.

There is a **100-tag limit** for **3-year** rabies tag per order, no orders will be processed that exceed this limit. It is the Hospital's responsibility to monitor tag inventory to ensure an adequate rabies tag supply.

Hospitals can visit our office to purchase rabies tags; we accept cash, check and credit card for payment. Rabies tag purchase hours are from 9:00 am -3:00 pm Monday thru Friday.

If you have any questions regarding rabies tag sales, please contact Mariya Jackson at (708) 974-6430. *Tag order forms can be found on our website at cookcountyil.gov/arc*

****Please keep rabies tag sales transactions separate from all other transactions delivered to Animal and Rabies Control to avoid a delay in processing.***

Credits-Return of Unused 2023 Tags

Start: January 1, 2024

End: January 31, 2024

Credit Policy Update Effective January 1, 2024

2023 rabies tags returned by January 31, 2024, will be exchanged for 2024 rabies tags. Please use 2024 rabies tags issued in lieu of account credit by **June 1, 2024**. No exceptions!

***Do not include rabies tag order forms or certificates with your returned unused tags & credit form. NO credits will be given if the tags are received after the deadline. Credit will only be issued for 2023 tags.**

All returned tags **MUST** be submitted in protective packaging to prevent damage during delivery. **DO NOT** use regular envelopes to ship tags to Animal and Rabies Control. We **CANNOT** issue credit for lost tags.

Tags must be in numerical order. Do not tape tags to credit form or any form of paper. Paperclips and rings can be used to keep rabies tags together.

All tags must be listed on credit form. Credit forms and returned rabies tags submitted by Hospitals that are not in compliance will be returned to Hospitals/Clinics. *The credit form can be found on our website cookcountyil.gov/arc*

If you have any questions regarding credits, please contact Stephanie Johnson at (708) 974-6721.

ACE Program

The ACE program is a great solution for Hospitals to stop mailing rabies certificates to our office and submit certificates electronically. If you are interested in participating in the ACE program to submit paperless certificates, call your software vendor and ask about the ability to export data. Once enrolled in the ACE program, hospitals will not have to submit paper certificates to the office.

Our office has this option available to assist with paperless processing of certificates. Please contact Samantha May at (708) 974-6148 with all questions.

Certificates

In our efforts maintain accurate and up-to-date data for companion animals, hospitals are required to submit rabies certificates to our office every 14 days as required by the Cook County Ordinance (*Regulation V. Rabies Vaccination Certificates A. Filing Certificates-Dates Due. Veterinarians shall send to the County Department of Animal and Rabies Control certificates of animals inoculated with rabies vaccine by the 15th and 30th of each month following information. Hospitals using the ACE program must back-up certificates information daily*).

Hospitals using the ACE program must submit electronic certificates by the 10th of the following month.

Spay & Neuter Rebate Program

Start: February 1, 2024

End: February 28, 2024

Submit Spay & Neuter Rebate packets from March 1-March 31, 2024. No payment will be processed if the packet is received after the deadline. ***Please do not include rabies tag orders with packets.**

Hospitals should start receiving payments for Spay/Neuter Rebate rebates beginning May 1, will receive \$40.00 for each spay/neuter animal that meets the requirements.

Please follow all guidelines listed. All forms must be properly completed. Each pet owner participating in the spay/neuter rebate program **MUST** be a Cook County resident, have a rabies certificate, rabies tag number, invoice (listing \$40.00 discount on invoice) with a date of service in February. Spay/neuter rebate will not be issued if the rebate is listed as a credit on the invoice. If missing documents such as rabies vaccine certificates, W-9 or invoices are not correct, payment will not be processed. *Spay and Neuter forms can be found on our website cookcountyil.gov/arc*

If you have any questions regarding the spay/neuter rebate program, please contact Stephanie Johnson at (708) 974-6721.

Changes in Hospital/Clinic Ownership

If there is a change of ownership with Hospital/Clinic, please notify Animal and Rabies Control immediately. All Veterinarian/Owner must have an active account on file to purchase rabies vaccination tags. New Owners **CANNOT** use previous owners account or rabies tags. No credit will be given to the new owner returning the previous owner's rabies tags. A new account **MUST** be set up for the new owner to purchase rabies tags. Please contact Jennifer Hawkins at (708) 974-6382 to update owner information or if Hospitals have questions. *Hospital Account Updates or New Hospital Account forms can be found on our website at cookcountyl.gov/arc*

Rabies Observations

Please remember to fill out **Rabies Observation Forms** for all rabies observations that your hospital completes. *Currently, we are no longer under COVID protocol for rabies observations. If the animal is not current on its rabies vaccination the animal needs to be impounded for ten days at the animal hospital.* If the animal is euthanized and a specimen is submitted, rabies observation forms need to be filled out and the euthanized/submitted boxes need to be checked.

Hospital E-mail

Our department is moving towards a paperless environment and would appreciate you updating your email address. Please send reach out to Samantha May at samantha.may@cookcountyl.gov.

**COOK COUNTY ANIMAL CONTROL
CREDIT FORM
2023 TAGS**

PLEASE PRINT:

ACCOUNT # _____

HOSPITAL NAME _____ ADDRESS _____ PHONE NO. _____

TOTAL NUMBER OF TAGS RETURNED:

ONE YEAR TAGS X \$6.00 = _____

THREE YEAR TAGS X \$18.00 = _____

TAG NUMBERS

ONE YEAR

FROM	TO	TOTAL

THREE YEAR

FROM	TO	TOTAL

THE COMPLETED FORM MUST BE RETURNED WITH THE TAGS. **DO NOT** SEND A CHECK. CREDIT IS SUBJECT TO VERIFICATION.

For office use only.

VERIFIED BY: _____

APPROVED FOR CREDIT: _____ *Excel/Tag Credit Form*

COOK COUNTY DEPARTMENT OF
 ANIMAL AND RABIES CONTROL
 10220 S. 76TH AVENUE
 BRIDGEVIEW, IL 60455
 (708) 974-6140
 (708) 974-6046



TONI PRECKWINKLE, PRESIDENT
 BOARD OF COUNTY COMMISSIONERS

RABIES TAG ORDER FORM

DATE _____

ACCOUNT NO. _____

CUSTOMER NAME _____

PHONE NO. _____

PAYMENT TYPE

Check / MO	Cash	Credit Card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tag Year

Note: Due to high demand of the 3 - year tag, please limit the quantity ordered to 150.

TAG TYPE	(A) QUANTITY NEEDED	(B) COST PER TAG	(C) TOTAL AMOUNT (A) x (B)
1 YEAR		\$6.00	
3 YEAR		\$18.00	
TOTAL BEFORE CREDIT			
(CREDIT)			
TOTAL AMOUNT DUE			\$

Customer Signature _____

Date _____

A check payable to: Cook County Animal Control must accompany this order.

Please place your order 10 working days before you need tags, to allow time to process your order.

Supplies Needed:

- _____ Books
- _____ Hooks
- _____ Rabies Observation Forms

Office Use Only

Beginning Tag Range	Ending Tag Range
Processed by	Data Processed